



Changing Days

Positive futures for **all**

Surrey Choices

Changing Days
Update

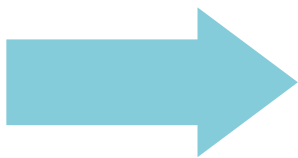


Checked by the
**Quality Communication
Group**

Surrey
Choices
Every Life, Every Chance

Glossary

What do these words mean?



Community

A place where people come together



Evaluation

Looking at how well something has been done and learning how it can be better



Person Centred Plan

A plan which looks at how a person wants to live their life and what steps can be put in place to help make that happen.



Outcome

The result of an action or group of actions.



If you see this symbol next to some text instead of a picture, it means the text is a recommendation from the NDTi.

Changing Days Evaluation



Changing Days began in Autumn 2019. The goal of Changing Days is to help disabled people become more connected with their local communities.



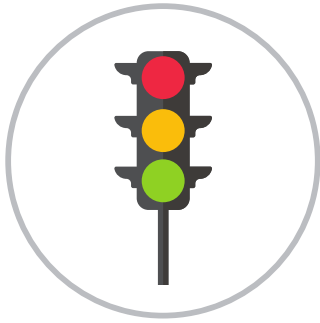
Together, people, families and colleagues created a Vision for Change, describing the outcomes they wanted to achieve.



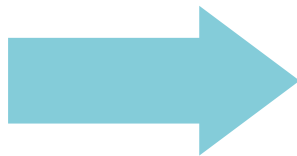
The National Development Team for Inclusion (NDTi) is an organisation which have worked with Surrey Choices to help us with our Vision for Change.



In May 2022, NDTi carried out an evaluation, to check whether we are achieving the outcomes in the Vision for Change.



To help their evaluation, NTDi used a tool called The Inclusion Traffic Lights, which rate different communities as red, orange or green. Red means it is a specialist place for disabled people, orange means it is a community place for disabled people, and green means it is a community placed used by all people.



Many of the goals have been reached already. Everyone supported by Community Choices has a Person Centred Plan, we have a new travel training service and a new employment program, Future Choices, and many new partnerships in the community.

Progress towards outcomes for people we support



People have made friends which are important to them. When people met friends through work, the friendships were based on liking the same things.



We are going to look at how we can help people using our services to make friends who like doing the same things, by teaching people new skills to help them stay in touch with people they meet outside of hubs.



Lots of people wanted to learn new skills.



People can pick new skills to learn based on what they like and what might help them reach their goals



Another big goal was for people to do things which help others. This included work, volunteering and donating to charity.



Lots of people already work, volunteer, or do things for charity. Surrey Choices Charity of the Year also provided more ways to help give back to others.



We will continue this by inviting other groups to use our hubs and offering to help others in their own spaces.



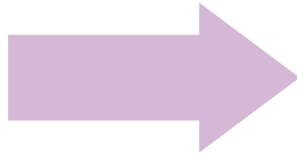
Not everyone has had the chance to work or help their communities yet.



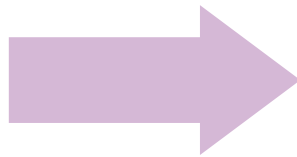
Instead, they are doing activities based on their hobbies and interests such as bowling and swimming.



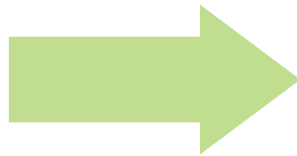
The next step will be to do these activities with other community groups to meet new people.



To join in the wider community, places need to be accessible for disabled people.

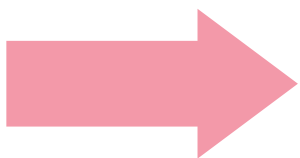


We have already found lots of places that are accessible for disabled people and use these places as much as we can.

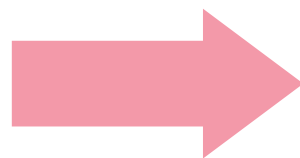


Sometimes it is hard to get to these places by public transport, so we need to look at different ways of travelling there and back.

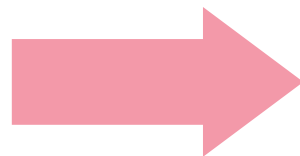
Progress towards outcomes for staff



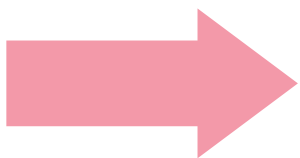
Surrey Choices have been using Person-Centred Planning to listen to what each person wants to help them make decisions and change their lives.



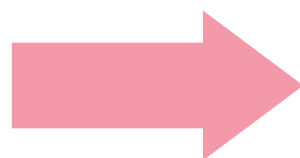
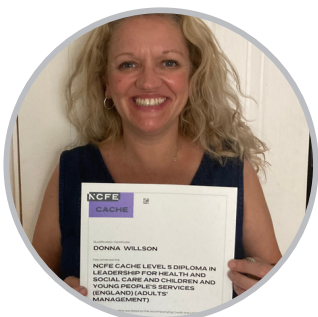
Staff care a lot about the people they support and want to help them build happy lives.



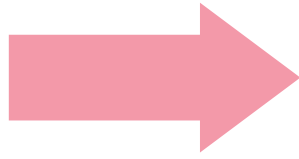
When staff were able to help people be more independent, they became more confident in supporting people to try new things.



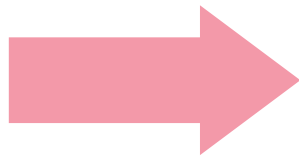
Having a mix of things we already know people like and new things to try will give people the chance to enjoy their hobbies and discover new things they enjoy.



Staff feel like they have the skills and training to do their jobs.



They feel well supported by their managers and meet with their managers and other staff regularly.

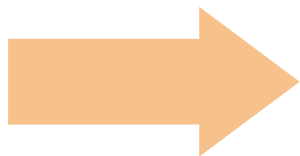


Staff think about how they can use their own skills and interests to help improve their work.



We will be looking at ways staff can share their skills and connections with each other to create new opportunities for the people who use our services.

Progress towards outcomes for families



In the surveys and interviews, families and Carers said they felt very positive about staff.



Some family carers were concerned that people are doing less activities due to going out and that care is dependent on good staff so if they leave people may be less supported.



For many families and Carers, having trust in staff who directly support their family member was the most important.



Most families and Carers felt that day to day communication was good, but communication about big service changes could be improved.



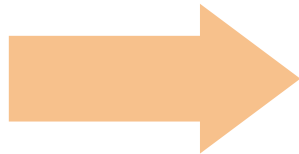
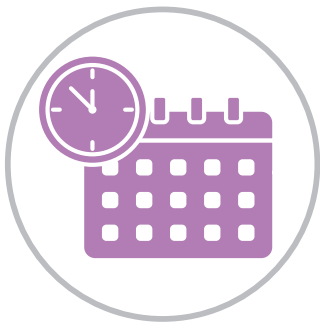
We know that regular updates about big changes are important, even if there are no changes since the last update, so we are starting to send updates more often.



Finding ways to involve family members and Carers in reviews will help us plan together for the future.

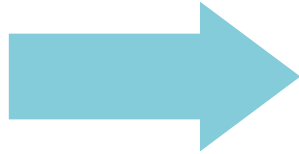


Since Covid-19, some people have had less support hours or different types of support.



The number of hours of support are not decided by Surrey Choices, but we can work with families to decide when those hours will be provided.

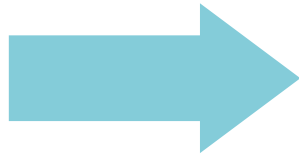
What affects our ability to change?



The NDTi also looked at what helps change and what is getting in the way of change.



Whilst it is not suitable for everyone, being able to travel on public transport gave people more independence to make choices that better suited them.



Plans and support that were future focused and look at what matters to people helped people achieve their goals more than plans that were focused on needs.



The thing which helped change the most was having partnerships in the community, like donating to foodbanks and attending activity days at Surrey Outdoor Learning and Development Centre.



There are also some challenges which are getting in the way of change.



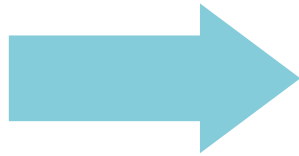
Not having enough staff and finding it hard to recruit more staff is one of the biggest challenges at Surrey Choices.



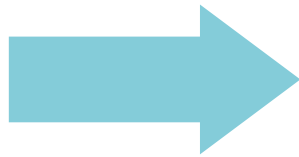
Surrey Choices is looking at new ways of recruiting including more person focused recruitment such as Refer A Friend schemes.



Paperwork helps us make sure the support we provide is of good quality.



However, some paperwork has to be done more than once so we are updating our IT systems to help reduce the time this takes.



Public transport increases independence for those who can use it. For some people with more complex needs public transport is not always accessible.



We are looking at how we can best use the buses and cars we have to make sure everyone has a fair chance to go out.



Spending more time on activities away from a hub can mean spending more money.



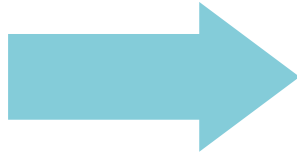
Surrey Choices is looking at how the cost for activities are being covered, especially for activities which are part of a Person's Support Plan.



There is sometimes a misunderstanding about what it means to be part of a community.



Talking to staff about how people can be meaningfully involved in their communities will help increase people's links to their local communities and reduce pressure on staff.



Changing services takes a lot of time and effort but we are already beginning to see some of the positive impact these changes are having.



Follow us on social media to keep up to date with Surrey Choices.

Follow us on Social Media:



[@surreychoices](https://www.facebook.com/surreychoices)



[@surrey.choices](https://twitter.com/surrey.choices)



[surrey choices](https://www.youtube.com/surreychoices)



[@surrey.choices](https://www.instagram.com/surrey.choices)



[surrey-choices](https://www.linkedin.com/company/surrey-choices)

